

## Senior Specialist, Process Integration

Job ID: 00414335

### Job Function

Information Technology

### Schedule

Full-time

### Location

United States-California  
South San Francisco

### Job type

Regular Employee

### Company/Division

Pharmaceutical

### Job Level

Experienced

## Who We Are

At the Roche Group, about 80,000 people across 150 countries are pushing back the frontiers of healthcare. Working together, we've become one of the world's leading research-focused healthcare groups. A member of the Roche Group, Genentech has been at the forefront of the biotechnology industry for more than 30 years, using human genetic information to develop novel medicines for serious and life-threatening diseases. The headquarters for Roche pharmaceutical operations in the United States, Genentech has multiple therapies on the market for cancer and other serious illnesses. Please take this opportunity to learn about Genentech, where we believe that our employees are our most important asset and are dedicated to remaining a great place to work.

## The Position

Ensure efficient and effective delivery of operational plans based on agreed IT processes, standards, regulations and tools. Improve existing and new processes and procedures to ensure that the Identity and Access Management service is performed in the most efficient way to support current and future business needs.

## Primary Responsibilities

### High Performance Organization:

- Focuses on process optimization and continuous improvement of existing Identity & Access Management processes and tools
- Follows established processes and standards in the execution of daily duties and job function

### Adapts and deploys new technologies to Roche:

- Develops the Identity and Access Management services
- Promotes the Identity and Access Management services with all customers
- Supports the integration process of new or updated components by following established standards and providing the expected deliverables for handing over the service to operational teams and customers.

### Drive continuous productivity improvements

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- Supports the integration of registration processes within the company's identity management solution with focus on improving the operational environment, processes and procedures including data migration activities
- Follows appropriate SOPs and instructions required for the integration of registration services

Keep the business running:

- Manages the configuration and master data by assessing and specifying the possible need of data quality improvements
- Applies change management processes while managing the Identity & Access Management process integration
- Support the integration of business processes and applications by leveraging the Identity and Access Management infrastructure, tools and directories and following project management best practice.

**Responsibilities unique to this job:**

- Manages the analysis, design and handover of access registration processes to the operational teams
- Ensures proper documentation and training material regarding registration processes is in place and kept up-to-date
- Manages the identity and access management processes to meet OLAs/SLAs by adhering to regulatory and qualitative requirements
- Increase process efficiency and cost effectiveness while providing identity and access management services
- Manage the integration of registration processes with focus on improving the operational environment, processes and procedures
- Manages and maintains the registration process portfolio
- Monitors and verifies the effectiveness of registration processes through established KPI and trend analysis
- Contributes to audit processes
- Based on business needs, identifies and proposes innovative, integrated, economically viable solutions
- Integrate identity and access management processes by meeting SLA requirements
- Supports that all solutions, documentation and procedures are implemented and maintained in a fully qualified and current state as applicable
- Registration processes are clearly communicated and trained
- Continuously strives for increase the skill level and expertise in the corresponding area
- Keeps abreast of business needs by maintaining close relationship to service management and other support services teams.
- Ensures compliance to Roche and Informatics Standards for technology, monitoring and support tools, SOPs and policies
- Ensures that documentation is current and accurate, SOP's are understood and adhered to and platforms operate in highly secure and qualified environments in compliance with Audit, Regulatory and Validation requirements
- Ensures SLA requirements are understood and the required processes are implemented and managed to support compliance
- Provides shared platform support services as agreed (SLA or other) with the SM functions and other service consumers
- Provides input to support service levels and costs

- Fosters a working environment that encourages team members to fully contribute to achieve Roche's goals
- Actively provides feedback to customer and team seeking for process improvements and efficiency gains
- manages the different integration projects within the portfolio to integrate new/existing IM applications into the service
- ensure standardization and globalization of application registration services by improving the operational environment, processes and procedures
- interface with the corresponding Engineering team if new features/interfaces are required
- ensure proper testing of application registration integration
- handover of new productive application registration processes to the operational team(s)
- create metrics/key performance indicators and develop/apply the corresponding corrective actions
- Manages integration projects for non-standard implementations
- Drive implementation of non-standard features
- Coordinate internal resources for delivering technical and operational components to the application owner
- Track and report on internal project status
- Main contact for audits in the Identity and Access Management area
- Coordinate internal resources across Identity and Access Management teams to provide input to auditors and work on remediation actions.
- Metrics, status update and feedback on main issues and process changes/improvements
- Handover of identity and access management processes including documentation and training material
- Regular refresher/awareness sessions on identity and access management processes

## **Who You Are**

### **Experience and Skills:**

- At least 5 years of identity and access management experience working in a validated IT environment
- Experience in supporting complex identity and access management processes
- Experience in supporting complex identity and access infrastructure environments is an asset
- Experienced in providing solutions aligned with standards, security, validation, capacity, high availability and identifying associated risks
- Demonstrated willingness to cross train and to learn additional technical expertise
- Demonstrated interpersonal, collaborative and commitment to operational excellence skills
- Multicultural and international experience preferred
- Excellent coordination, organizational and communication skills
- Takes a proactive, collaborative and supportive approach when interacting with colleagues
- Additional experiences and skills required unique to this job:
- Strong understanding of User Registration, Network Security, Computer Systems Validation and working experience in validated environment subject to regular audits
- Strong hands-on technical skills, operational background, and working experience with

infrastructure technologies and business applications is an asset

**Education:**

- Bachelor's degree in computer science, engineering or business field, or equivalent experience
- ITIL Service Management certification (Foundation required, Practitioner and experience strongly preferred)
- Project Management and Process Design knowledge

**Special Requirements**

- Strong verbal and written English.

Genentech is an Equal Opportunity Employer.